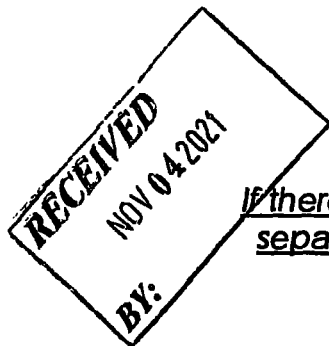


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Nov. 4, 2021

Case Number: 22-50

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr Catalin Petcu

Premise Name: Western Animal Hospital

Premise Address: 5110 W Northern

City: Phoenix State: Az Zip Code: 85301

Telephone: 623-931-2668

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: David Campbell

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

***STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.**

C. PATIENT INFORMATION (1):

Name: Pheona

Breed/Species: Dachshund

Age: 12 Sex: F Color: Blk/Tan

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.
Christown Family Hospital - Diagnosed dog with possible Pannus and was treating my dog until one day he was out of the office for sometime and they could not refill without him.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Tim Ward

Jim Brown

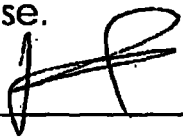
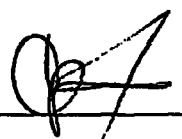
Randall Martinez

Myself

I will provide phone numbers when requested within the investigation.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature:  

Date: 11/3/2021

F. ALLEGATIONS and/or CONCERNS:

I began to see Dr. Petcu about 2 months ago due to my dog having Pannus which was already diagnosed to me by a prior vet. My prior vet was not in the office when I needed refills thus I had to find another the next day. (Nearly Impossible) My dog needed these medications so I called Western Animal Hospital as an option as I saw it on Google. Well I missed the YELP reviews. The Google reviews I believe are manipulated to reflect 5 stars.

The woman who answered the phone is Dr Petcu's vet tech and receptionist. I explained that I needed my dog's medications my other vet prescribed for Pannus. I mentioned that I could not get into Eye Shine for 2 months. She then advised me the Dr Petcu specializes in eyes but is not certified but she advised I should see Dr Petcu before Eye Shine specilist because Dr Petcu specializes and is very familiar with eye diseases

Dr Petcu specializes in eyes so I am sure he knew exactly what was wrong as did the other vet, Pannus. Dr Petcu charged me \$75.00 just to walk in door and Meds that are overpriced in the office and I could have had sent to a pharmacy. Dr Petcu advised we would need to take out her eyes if this treatment didn't work but it was working so all was good. I feel that I was misled as Dr Petcu only treats symptoms but makes you drive to his office to pickup medications so he can make money. He finally emailed a prescription to me for Prednisone (Which is basically killing her organs).

The second appt I went back to Dr Petcu for another opinion but this time the vet tech made me an appt for Sunday and had me sit for 3 hours past my appt time. She passed out free nail clips to 2 customers and then tried to bill me for mine \$25. I made her remove it. She was rude, condescending and unapologetic. I watched the tech try over charge 2 elderly women but they thankfully declined her as they were aware they could get their meds elsewhere.

This time Dr Petcu ran blood-work that was unnecessary \$600 know full well my dog does not have diabetes as well as he ran a glaucoma test and some kind of blow test. All she needed was her maintenance meds.

The 3rd and final time I went to this office I had called Dr Petcu and asked for an antibiotic refill and he refused making me drive all the way in the office to pay \$56 for the meds only to have the tech refuse to give me written prescriptions unless I wait an hour or come back. I first walked in and there was a woman waiting for her dog and the tech was nowhere to be found. I stood at the desk for 10 min and nothing. I ran out to my car for paperwork and came back in. The tech saw me standing at the counter and said "Have you been helped?" with a rude look in her eye. It is of my own opinion this woman was drunk or on "something" because she is the only one in the office greeting people. I said "No I have not been helped" She said "Have a seat I will be with you." I said I prefer to wait at the counter as I have already been there 10 min as nobody was up front.. She then said "Have a seat " as if she is some sort of orderly demanding me around like a child.

Finally the tech gets my meds and I ask for the refill prescriptions so I did not have to keep driving to the office and she refused to give them to me. At that point I had had it with her after these 3 visits and told her exactly what I felt with as much poise as I could muster up. She clearly does not like gay men as I believe she may have made a remark as I walked out but I cannot confirm it. She did not like me from day one so one can safely assume there is a prejudice of some sort. The tech told me I could wait an hour until Dr Petcu was finished with a patient, although there were no more patients that I could see. The place was empty. I told the tech I live on the other side of town and she said "You can either wait and hour or come back" I paid for the medications I told Dr Petcu who conveniently walked

around the corner as he heard our shouting match. I told him I want my prescriptions sent to me or I will file this complaint. Dr Petcu called me refused to give me his license and stated "If you don't get me dog to a specialist I am reporting you for Animal Abuse!" This is a class 5 felony at worst and potential jailtime.. This is considered extortion and negligence as my dog has no care until December and it will cost me 3x the amount her seen by a specialist and start over with treatment and tests!

I also asked the vet-tech/receptionist if she would email them? She stated" No things have changed and we cannot. She did not offer to call them in either. Total refusal of care. I told her that Dr Petcu emailed them once prior she still would not.

Believing that my dog might be taken from me in her final days due to Dr Petcu's Slanderous Threat to call and report me as an Animal Abuser which is Extortion at best, I called and reported myself believing I was abusing my dog in some fashion. I demanded the police write a report and view my dog and they did POLICE REPORT NUMBER 21-1706268 OFFICER NORDAHL #7964. I had a conversation with the officer and showed him how fat my dog was and he thought she looked well-fed. I corrected him immediately and told him that is the prednisone in my opinion killing her organs. Dr Petcu keeps wanting me to take out her eyes but I will not, that is vile and sick. I will euthanize my dog when I decide it is best. Period Dr Petcu has now forced me to seek care form a specialist knowing her eyes will need to be removed or I could go to jail? This is a dangerous vet if you ask me to just stop care and threaten you because he cannot control his haggered staff? The tech receptionist did say she worked 3 jobs. Maybe she needs to quit one! The tech looks like a drunk and is very irritable.

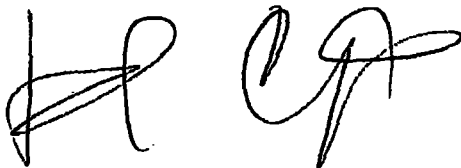
I am filing a Civil action in Superior Court but I will send Dr Petcu my demand letter which is that I demand every penny I spent at his office returned to me with an apology or I will let the court decide.

I am a disabled man so I will be seeking an SSDI attorney to assist me this week but if not I will file Pro Per.

I am also requesting a copy of Dr Petcu's Oath of Office (Bond) (Insurance/EandO)

Thank you for listening.

David L Campbell



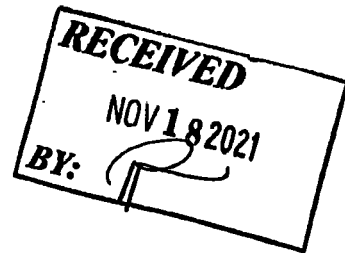
11/3/21

Catalin M Petcu, DVM

Western Animal Hospital

5041 W Northern Ave, Ste A, Glendale, AZ 85301

RE : 22-50



Narrative account of my position with respect to the events associated with this inquiry :

Few days before September 14th 2021, Campbell David called and requested an appointment for his dog Pheona, for "eye problems ". Mr Campbell was asked if he contacted an Ophthalmology Specialist and he said he did but they are not available for 2-3 months and his dog is in dire need of medication that his regular vet is unavailable to refill. Mr. Campbell was told that I am a general practitioner with basic knowledge about eyes just like any other veterinarian, and if the board certified ophthalmologist is not available for 2-3 months (which seem to be the case at that time) we can examine the pet and refill necessary meds until the ophthalmologist is available . The word "specialized in eyes" was not used at any time during the conversation as my receptionist is well instructed in this terminology and being the practice office manager and receptionist for over 7 years knows exactly how to approach this conversations. Mr. Campbell was instructed at that specific time that he needs to contact an Ophthalmologist in the same time and schedule an appointment. Mr. Campbell was instructed to bring medical records with him

On September 14 2021, the canine Pheona, altered Dachshund female was examined and the medical conclusions are noted in the records. Diagnosis was Pannus (likely going on for a while), and Corneal ulceration due to self trauma. Dog was overweight and generally poorly groomed with very long nails. Mr. Campbell failed to provide previous medical records and when I asked him the contact info from previous veterinarian, he stated bluntly that they are not available and he is unable to contact them. Owner was very careful to repeat himself several times that he does not want to spend funds on this dog and just want to keep her "comfortable". Owner declined recommended diagnostic tests

other than basic eye tests. Owner was very stubborn in declining recommended E-Collar although was obvious that dog was scratching at eyes.

On October 7 2021, owner called and stated that Pheona greatly improved on meds but when he ran out of meds, problem re-occurred. Discussion came again about referral to specialist which he said he was not able to. Owner requested script for "antibiotics". My response was that we need to recheck dog first.

On October 8 2021, a person recommending himself as "David Campbell partner" called and said that Mr. Campbell has a "short fuse" and he recommends that we do not get confrontational with him. Told partner again about needed Specialty consult. Few hours later, they called and wanted a recheck appt for next Sunday as they still can't get into an ophthalmologist office. They were told we are already booked for Sunday but they said is ok, they can wait.

On October 10th when they came in for recheck, owner had a continuous confrontational attitude and finally accepted to do blood work (for which he paid 339 \$ not 600 \$ per his statement). Contrary to his statement we do not give "free nail trims" and he declined his nail trim, also continued to decline E Collar placement. Diagnostic was pannus and corneal ulceration, but I recommended dental cleaning, and schedule grooming appointment which owner said are out of the question due to cost. Owner did not seem to understand the medical act and what exactly is going on with his dog (why tests are done and for what). I also told him that I have clients that were able to obtain ophto specialty consult with 1-3 days notice, and that he needs to hurry and schedule that otherwise Pheona eye's can be so damaged by Pannus and Corneal ulceration that she may end up needing enucleation. I did not say at any time that I will remove the dog's eyes. Handed again to owner a list with 3 different Specialty Clinics phone numbers.

On October 14th 2021 I called the owner with the blood work results and I recommended that due to elevation on SDMA, to have blood work rechecked in few months and his replay was "Of course just another way for you to make more money". Owner asked me to email him a prescription for prednisone and I told him he just picked up 30 tablets few days ago. He said he wanted to have more on hand. I emailed him a prescription although few days later I found out

from a Fry's pharmacist that is illegal to email a prescription in the State of Arizona. I told owner not to abuse prednisone administration as it can lead to complications. Owner also stated he is working on scheduling a specialty appointment.

On November 2nd 2021, around 9 am owner called and said "Your medication is not working" I need you to email me a prescription for antibiotics . And I replayed that I thought he has seen a specialist by now. He said he did not yet, and I replayed all I can do is have you pick up a bottle of Clavamox from the clinic as long as you promise you schedule a specialty consult within the next 3 days . He said yes. Around 10:15 am I was in surgery and my receptionist Renee rushed in to the surgery room crying. I could hear pounding in the front desk and screamings in the lobby area. My receptionist states that she was checking out a costumer at the front desk when Mr. Campbell rushed in. He came and sat by the other customer at the front desk demanding his medication. He was asked to have a sit and wait until the other costumer is checked out. He said he will not and he will wait right there at the front desk until his written prescription is handed to him .The other costumer left the practice immediately looking afraid. I never said I will give him a written prescription (I only said he can pick up a bottle of Clavamox – for which he paid 46 \$ not 56 \$ as per his statement). After he picked up his Clavamox, Mr. Campbell started screaming and pounding on the front desk threatening my receptionist Renee Nemeth. She rushed crying into the surgery room and said I need to come out ASAP. I had to leave the animal under anesthesia with my surgery assistant Lizzette and rush upfront. I asked what is going on. Campbell started screaming profanities and words that cannot be described on paper. I told him that from that moment on our veterinary-client relationship was terminated and he needs to have his new veterinarian call us for records transfer. Due to concerns for safety for entire personnel I told him he is considered a trespasser from now and and he cannot step into the clinic any longer.

One hour later he called the clinic and on a very belligerent tone started again. I told him not to call again and that if he is not scheduling an appointment with a specialist within 3 days I will report his case to animal neglect hotline.

Few days later I received a "letter of demand" from him and this complaint from the board. Thorough his entire statement, it is clear that Mr. Campbell did not need a veterinarian for his dog. He only needed someone with a license to provide him with the medications that he wanted when he wanted, and if all possible at no cost. Mr. Campbell is building a statement of blatant lies to make him look like a victim when he is in fact a predator – aggressor.

Catalin Petcu, DVM,

November 12th 2021

A handwritten signature in cursive script, appearing to read "Catalin Petcu".

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT - Investigations
Elizabeth Campbell, Assistant Attorney General

RE: Case: 22-50
Complainant(s): David Campbell
Respondent(s): Catalin Petcu, DVM (License: 3832)

SUMMARY:

Complaint Received at Board Office: 11/4/21
Committee Discussion: 4/5/22
Board IIR: 5/18/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On September 14, 2021, "Pheona," a 12-year-old female Dachshund was presented to Respondent to evaluate her eyes. The dog had pannus and bilateral corneal ulcers. Additional diagnostics and referral to an ophthalmologist was recommended. The dog was administered a steroid injection and discharged with prednisone and ophthalmic drops.

On October 10, 2021, the dog was presented to Respondent for a recheck. Blood work was performed and Respondent again recommended referral to an eye specialist; Complainant declined. The dog was discharged with prednisone, amoxicillin and eye drops.

On November 2, 2021, Complainant requested an antibiotic prescription. Respondent reluctantly agreed as long as Complainant scheduled an appointment with an ophthalmologist. When Complainant arrived to pick up the dog's medication, Complainant was verbally abusive with staff and Respondent therefore he was terminated as a client.

Complainant was noticed and did not appear.
Respondent was noticed and was available telephonically.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *David Campbell*
- Respondent(s) narrative/medical record: *Catalin Petcu, DVM*
- Witness statement(s): *Western Animal Hospital staff*

PROPOSED 'FINDINGS of FACT':

1. On July 9, 2021, the dog was presented to Dr. Sandhu at Christown Animal Hospital to have her eyes evaluated. It was reported that the dog's eyes were red and swollen for two weeks. They were cloudy, had mucousy discharge and ulcers. The dog was examined; Dr. Sandhu noted the dog had pannus and possible corneal ulcers. Blood work was recommended as well as an eye stain, both were declined. Dr. Sandhu recommended referral to an eye specialist. The dog was discharged with Clavamox and gentamycin ophthalmic drops.

2. According to Complainant, the dog needed refills of the medication. His primary care veterinarian was not available therefore Complainant contacted Western Animal Hospital for an appointment.

3. On September 14, 2021, the dog was presented to Respondent to have the eyes evaluated. Complainant did not bring the dog's previous medical records as requested. Complainant reported that the dog had a history of eye problems for 2 – 3 months and the dog was not able to see. The dog was reportedly on steroids with no improvement.

4. Upon exam, the dog had a weight = 9 pounds, 14 ounces, a temperature = 102.3 degrees, a heart rate = 130bpm, and a respiration rate = 26rpm. Respondent noted the dog had advanced periodontal disease and superficial keratitis (pannus) in both eyes with 90% of the cornea affected. The dog likely had corneal ulcers due to self-trauma. Additionally, the dog was overweight, poorly groomed, and had long nails. Schirmer tear test = OS – 17; OD – 20. Fluorescein stain test was positive for corneal ulcerations to both eyes. Respondent recommended radiographs and blood work which were declined due to financial constraints.

5. Respondent recommended referral to an ophthalmologist and gave Complainant contact information to make an appointment for the dog. The dog was administered Depo-medrol 28mg IM and was discharged with the following:

- a. Prednisone 5mg, 21 tablets; give 1 tablet orally once a day; and
- b. Gentamicin ophthalmic 0.3%, 5mLs; apply one drop to both eyes once a day.
- c. Elizabethan collar declined.

6. On October 7, 2021, Complainant called Respondent to report that the dog had improved on the medication and requested a prescription for antibiotics. Respondent stated that he needed to see the dog prior to dispensing the antibiotic. Complainant stated that he was not able to secure an appointment with the ophthalmologist.

7. On October 8, 2021, Complainant's partner called; they were still unable to get the dog to an ophthalmologist and elected to bring the dog in on Sunday as a walk in since Respondent was

already booked.

8. On October 10, 2021, the dog was presented to Respondent for a recheck. Upon exam, the dog had a weight = 12.8 pounds, a temperature = 101.7 degrees, a heart rate = 126bpm, and a respiration rate = 28bpm. Respondent noted the dog had pannus and bilateral corneal ulcerations – the dog was rubbing her eyes in exam room. The dog also had severe periodontal disease. Radiographs were declined; blood work was approved. Complainant refused to place an Elizabethan collar on the dog to stop the self-trauma to the eyes. Complainant was confrontational and was refusing to schedule an appointment with an ophthalmologist claiming the specialist did not have availability for 2 – 3 months – Respondent advised that he has other clients that have been able to get in to be seen by an ophthalmologist within 1 – 3 days. Blood was collected and the dog was discharged with the following:

- a. Tobramycin ophthalmic 0.3%, 5mLs; apply 1 drop to both eyes once a day;
- b. Amoxicillin 250mg capsules, 14 capsules; give 1 capsule orally once a day; and
- c. Prednisone 5mg tablets, 30 tablets; give 1 tablet orally once a day for 7 days, then 1 tablet every 3 days.
- d. Elizabethan collar declined.

9. Respondent recommended the dog see an ophthalmologist and get groomed as soon as possible. Several referral numbers for an ophthalmologist was provided – Respondent explained that continued non-compliance could lead to the dog needing to have the eyes removed. Complainant stated that Respondent wanted him to have the dog's eyes removed. Respondent denied this allegation.

10. On October 14, 2021, Respondent relayed the blood results to Complainant. Due to the SDMA being elevated (17), Respondent recommended blood work be rechecked in a few months. Complainant requested a written prescription of the prednisone even though he just picked up a prescription a few days earlier; Respondent mailed him a written prescription.

11. On November 2, 2021, Complainant called Respondent to report that the medication was not working and requested a prescription for antibiotics. Respondent reminded Complainant that he was supposed to make an appointment with a specialist by now. He approved the antibiotic to be filled as long as Complainant promised to schedule an appointment with an ophthalmologist.

12. Later that day, Complainant arrived at Respondent's premises to pick up the antibiotic. Staff was assisting another client and asked Complainant to have a seat. Complainant refused, demanded his medication, and became threatening to staff. Respondent was in surgery – due to Complainant's behavior, Respondent went into the lobby only to be confronted by Complainant. Due to Complainant's conduct, Respondent terminated him as a client and asked him to leave the premises.

13. Complainant called later that day and continued to be belligerent. Respondent told him not to call again and if he did not schedule an appointment with a specialist in 3 days, he would report him for animal abuse.

COMMITTEE DISCUSSION:

The Committee discussed that after reviewing the case file information they did not find a violation of the Veterinary Practice Act.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division